Refunds, cancellation and support

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Terms · Privacy · Refunds and support
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Contact and cancellation

Email support@banh.dev for account, billing and service help. Include your account identifier or purchase reference and the issue, but no password, API key or card details. Support is handled manually; these plans do not include a guaranteed response time or 24-hour support.

Use `banh billing cancel` or the billing portal to stop renewal. Ordinary cancellation leaves access through the paid period. The CLI also supports cancellation when a scheduled downgrade prevents cancellation in the portal. Contact support if you cannot cancel. Cancelling renewal does not itself request a refund or delete your account.

First-payment refund offer

Request a refund within 14 calendar days of your first Banh Cloud subscription payment and we will refund that payment in full if your account has used **fewer than 10 completed runs** when you send the request. Zero through nine completed runs qualify; 10 or more do not. Failed and timed-out runs do not count. The count is across the account, including completed runs whose detailed history has expired.

This voluntary offer applies once to the first subscription payment, not renewals or upgrade charges. A new billing period or account closure does not restart the offer. It does not limit mandatory rights or the applicable purchase terms below.

For an approved refund ending the service, we also stop renewal. A successful full refund of a payment funding the current period stops new runs after billing reconciliation. Partial refunds retain access. A refund of an older period does not remove access funded by a later payment. We confirm refund and cancellation

separately. Refunds go to the original payment method; bank processing may add time.

For duplicate charges, renewal mistakes or service problems, contact support so we can investigate any refund or other remedy due.

Managed purchases and consumer rights

Purchases marked “Sold through Link” are also subject to the Link purchase terms and applicable refund policy. You can request transaction help or a refund through Link support. If its refund policy gives you broader rights than our voluntary offer, that policy applies to the purchase. Our 10-run condition cannot override those rights.

EU and UK consumers generally have a 14-day right to withdraw from an online service contract without giving a reason. Link’s purchase terms describe its cooling-off rights and request procedure. To exercise withdrawal, send a clear statement to support@banh.dev or use Link’s transaction support, identifying the subscription and stating that you are exercising your cooling-off right. Send it before the applicable deadline; you do not need to wait for our reply.

We do not require a waiver of statutory withdrawal rights to start the service. For a valid EU or UK cooling-off withdrawal, we arrange a full refund without deducting for runs used, and no later than 14 days after receiving the notice. We coordinate with the merchant where necessary. Ordinary period-end cancellation is separate from this request.

You can use this optional form by email; another clear statement is also acceptable:

> To Kevin Tran, trading as Banh, Hamilton, Ontario, Canada; support@banh.dev.
>
> I give notice that I withdraw from my contract for Banh Cloud.
>
> Ordered on: [date]. Account or order reference: [reference].
>
> Consumer name: [name]. Consumer address: [address].
>
> Date: [date].

Nothing in this policy removes mandatory consumer guarantees or remedies, including rights for faulty or misdescribed services. These may apply beyond 14 days and regardless of usage. Australian consumers retain their rights under the Australian Consumer Law; other applicable local protections also remain.